

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 7,515,695 B1
APPLICATION NO. : 10/736923
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INVENTOR(S) : Chan et al.

Page 1 of 1

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Column 19, lines 27-42, the element of the claim reading “a processor operable to:” should be moved below the element of the claim reading “a menu structure” as follows:

26. An Interactive Voice Response unit (IVR), comprising:

“a processor operable to:”

a menu structure comprising a plurality of menus, each menu comprising a plurality of options that are selectable by a user, wherein the plurality of menus and each menu's respective plurality of options define a plurality of potential navigation paths for the user through the menu structure; and

--a processor operable to:--

receive, from the user, a request to change the menu wherein, the request to change the menu structure is one or more of a request to hide a portion of the plurality of menus and a request to require

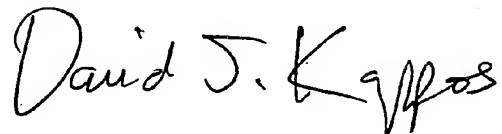
authentication for a portion of the plurality of menus;

effect the requested change to the menu structure; and

associate the changed menu structure with the requesting user.

Signed and Sealed this

Tenth Day of November, 2009

A handwritten signature in black ink, reading "David J. Kappos". The signature is written in a cursive, flowing style with a large initial 'D' and 'K'.

David J. Kappos
Director of the United States Patent and Trademark Office